

Product Owner Meeting Minutes

Date: August 28, 2025

Time: 6:00–6:55 PM ET

Location: Zoom

Product Owner: Isis Gomez

Attendees: Manuel Conrad, Isis Gomez, Michael Novas, Kirei Hausheer, Joaquin Prado

1) Meeting Purpose

The Product Owner (Isis Gomez) outlined expectations and priorities for the cybersecurity training product, ensuring the team is aligned on core objectives, user experience, and measurable outcomes.

2) Product Owner's Expectations

- Primary Goal:
The platform must train employees effectively in cybersecurity best practices like phishing awareness, password hygiene, MFA, and secure workplace behaviors.
- Training Approach:
 - Modules must be short, interactive, and scenario-based (no long slide decks).
 - Employees should engage actively through quizzes, phishing simulations, and real-world examples.
 - Content should avoid jargon and be accessible to non-technical staff.
- Phishing Simulation:
 - At least three phishing email templates must be ready for the pilot (e.g., account alert, shipping notice, HR/benefits).
 - Employees must have the ability to report suspicious emails easily within the system.
- Password & MFA Module:
 - Demonstrate the importance of strong passwords and MFA adoption.

- Include a simulated OTP flow to give employees practical experience.
- Metrics & Dashboard:
 - Admins must be able to track:
 - Completion rates
 - Average quiz scores
 - Most-missed questions (to guide follow-up training)
 - Dashboard should present clear, visual metrics for management.
- Employee Engagement:
 - Add motivational elements such as badges, progress indicators, or leaderboards.
 - Ensure training modules can be completed in under 10 minutes each.

3) Decisions from the Meeting

- All modules will be redesigned to fit a “microlearning” model (short, focused lessons).
- The pilot will include phishing, password/MFA, and one additional “secure habits” module.
- Dashboard reporting must be ready for the pilot to demonstrate value to stakeholders.

4) Action Items

- Manuel – Build backend for training completions, quiz tracking, and reporting.
- Michael – Finalize MFA/password module with OTP simulation.
- Kirei – Deliver three phishing templates and reporting workflow.
- Joaquin – Update admin dashboard with completion rates and quiz analytics.

- Isis (PO) – Draft pilot employee objectives and provide content review for training modules.

5) Next Steps

- Internal demo of modules and dashboard on Sep 4, 2025.
- Pilot launch with employees between Sep 9–12, 2025.
- Incorporate employee feedback before final presentation (week of Sep 22).

Recorded by: Manuel Conrad

Approved by (PO): Isis Gomez